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My Optical Drive is not recognized by my computer

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When connecting the optical drive to my computer it is not recognized and no icon is displayed on the desktop.

[WINDOWS XP](#)

- Check that the USB connector is securely attached to the computer. If using a laptop, please connect it to power.

- Select Start and Right click on "My Computer" and select "Manage."

- From the "Computer Management" window select "Device Manager" from the list on the left.

- From the device list, expand the "DVD/CD ROM" category by clicking on the [+] symbol found to the left. If the drive is detected by the system, there will be an entry for your external drive (Memorex).

- Right click and select "Uninstall". Restart the computer. Doing so will reinstall the necessary drivers, letting you know if you had a software issue.

- If it is not listed under "DVD/CD ROM drives," expand the "Other Devices" category and see if there is an entry for an "Unknown Device."

- Right click the "Unknown Device" and select "Properties."

- Under the "General" tab, check for the Device status (error codes).

- If no error code found, unplug unit and restart the computer.

- Once your system is up, connect your unit. Doing so will reinstall the necessary drivers, letting you know if you had a software issue.

[WINDOWS VISTA & WINDOWS 7](#)

- Check that the USB connector is securely attached to the computer. If using a laptop, please connect it to power.

- Open Device Manager by clicking the Start button , clicking Control Panel, clicking System and Maintenance, and then clicking Device Manager.

- From the device list, expand the "DVD/CD ROM" category by clicking on the [+] symbol found to the left. If the drive is detected by the system, there will be an entry for your external drive (Memorex).

- Right click and select "Uninstall". Restart the computer. Doing so will reinstall the necessary drivers, letting you know if you had a software issue.

[MAC](#)

- Do not connect the drive through a USB hub, connect it directly to the Mac.

- Ensure the cable is securely connected to both the drive and computer.

- Use the USB ports found on the back of the computer. Avoid using USB ports found on keyboards, monitors or the front of the Mac.

- If the problem still continues, try using a different USB port.

Check System Profiler

- The Mac System Profiler will show you whether the external drive is physically detected by the Mac.

- Click on the "Apple Menu" in the top left corner of your desktop.

- Select "About this Mac" and then click on "More Info" to open the System Profiler Application.

- When the System Profiler opens click on "USB" in the left menu under the Hardware category.

- If the drive is still not visible, try connecting it to a second Mac to verify the issue.

- If the drive fails on the second Mac, create an RMA and return the drive under Warranty.

The Mac must be set properly to allow the disc icon to show up on the desktop once a disc is inserted into the drive. The drive icon will not be displayed at any time on the desktop but the computer will identify the drive. This information can be found in the system files as defined below. This is not a drive malfunction but the way Apple has setup the system.

- To set the icons to be displayed on the desktop go to FINDER, PREFERENCES and select the check box next to CDs, DVDs, and iPods.

- Note: Selecting the check box next to external disks allows USB flash drives to be displayed but did not allow the optical drives to be displayed on the desktop.

- To find the drive information on your Mac OS, once you have connected the external drive, follow these steps:

    - Click on the APPLE icon at the top left corner of the desktop.

    - Select ABOUT THIS MAC

    - From the information screen select MORE INFO…

    - Select STORAGE from the menu at the top of the screen

    - Select DISK UTILITY at the bottom of the screen

    - Select the drive by clicking on its name in the left hand panel on the screen.

    - Select OPEN SYSTEM INFORMATION at the bottom of the screen.

The screen will display all the information about the drive. Note that the Firmware revision will be at the top of the screen. **This will be useful information when troubleshooting this drive. Always ensure that the drive firmware is up to date.